UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/923,176	08/06/2001	John E. McCall	1092-039US01 (1559US01)	9866

7590 05/24/2006	EXAMINER

Kari H. Bartingale
Shumaker & Sieffert, P.A.
Suite 105
8425 Seasons Parkway
St. Paul, MN 55125

DIXON, THOMAS A	

ART UNIT	PAPER NUMBER
3639	

DATE MAILED: 05/24/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

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PTO-90C (Rev. 10/03)

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *10 February 2006*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-21 and 23-35* is/are pending in the application.

     4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-21 and 23-35* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

     Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

     Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

     a)☐ All   b)☐ Some * c)☐ None of:

       1.☐ Certified copies of the priority documents have been received.

       2.☐ Certified copies of the priority documents have been received in Application No. _____.

       3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

     * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

1.   The amendment on 2/10/06 has been considered. An updated search revealed

the allowable feature as known in Barker et al (6,314,422) required the rejections below.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

2.   Claims 1-4, 7-9, 10-11, 21, 23-28, 30-35 are rejected under 35 U.S.C. 103(a) as

being unpatentable over Wakefield II (5,961,561) in view of Barker et al (6,314,422).

As per Claim 1, 25.
Wakefield II ('561) discloses:
accessing a customer account record based on a customer identifier input by a
field service provider, see figure 2 (34);
accessing a data-type record of the customer record, the data-type record storing
advisory information associated with the customer account identifier, the advisory
information formatted in one language, see figure 6 (56);
selecting from the data type record customized advisor information formatted to a
language associated with the field service provider, see figure 6 (56);
presenting the customized advisory information to the field service provider
through the network device, see figure 6.
Wakefield II ('561) does not disclose a plurality of languages.
Barker et al ('422) teaches technician language preferences and using the
preferred language based on the technician's login and preferences, see column 5,
lines 53-64 to enable technicians to quickly and correctly diagnose problems.
Therefore, it would have been obvious to one of ordinary skill in the art, at the
time the invention was made to display advisory information based on the language
preference of the technician as taught by Barker et al to enable technicians to quickly
and correctly diagnose problems.

As per Claim 2, 26.

Wakefield II ('561) further discloses the field service provider is a person associated with a natural language and the customized advisory information selected by the selecting act is formatted in the natural language, see figure 6 (62).

As per Claim 3 27.

Wakefield II ('561) further discloses field service provider is a computing module associated with a computer based language and the customized advisory information selected by the selecting act is formatted in the computer-based language, see figure 6 (code 33)

As per Claim 4, 28.

Wakefield II ('561) further discloses the customer account identifier is associated with a destination facility, see figure 4.

As per Claim 6, 30.

Wakefield II ('561) further discloses the customer account identifier is associated with a utility device at the destination facility, see abstract.

As per Claim 7, 31.

Wakefield II ('561) further discloses formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system, see figures 6,7 and column 4, lines 44-50.

As per Claim 8, 32.

Wakefield II ('561) further discloses the presentation format is textual, see figure 6.

As per Claim 9, 33.

Wakefield II ('561) does not specifically disclose determining the language to which the customized advisory information is formatted based on a provider identifier input by the field service provider.

Barker et al ('422) teaches technician language preferences and using the preferred language based on the technician's login and preferences, see column 5, lines 53-64 to enable technicians to quickly and correctly diagnose problems.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to display advisory information based on the language preference of the technician as taught by Barker et al to enable technicians to quickly and correctly diagnose problems.

As per Claim 10, 34.
Wakefield II ('561) further discloses:
receiving collected data associated with a data type, see column 2, lines 3-4;

generating a data conclusion based on an analysis between the collected data
and an advisory rule corresponding to the data type, see column 2, lines 43-54 and
column 4, lines 23-50;

mapping the data conclusion to the advisory information, see figure 6 (code 33,
and text explanation);

storing the advisory information in a storage module including one or more
customer account records each including one or more data-type records, see figure 2
(34, 86, 124, 150, 168, 174).

As per Claim 11, 35.
Wakefield II ('561) further discloses:
selectively storing the advisory information in a customer account record based
on a customer account identifier associated with the collected data from which the
advisory information was generated, see figures 2-4;

selectively storing the advisory information in a data-type record of the customer
account record based on the data type associated with the collected data from which
the advisory information was generated, see figures 2-4.

As per Claim 21.
Wakefield II ('561) discloses:
a data collector, see figure 1 (10);
an advisory module, see (12);
a registration/communication module, see (13, 14).

As per Claims 23-24.
The limitations of the claims do not distinguish the claimed apparatus from the
prior art.

3.   Claims 12-20 are rejected under 35 U.S.C. 102(b) as being anticipated by

Doherty et al (6,735,293) in view of Barker et al (6,314,422).

As per Claim 12.
Doherty et al ('293) discloses:
receiving an provider identifier associated with the field service provider, see
figure 5A (322);

receiving a customer account record based on a customer identifier input by a
field service provider, see figure 5A (306);

selecting a specific data conclusion based on the customer account identifier,
see figure 5A (300);

mapping the specific data conclusion to advisory information customized to a
language format associated with the field provider as specified by the provider identifier,
see column 9, lines 55-56; and

presenting the customized advisory information to the field service provider through the network device, see column 10, lines 4-6.

Doherty et al ('293) does not disclose a plurality of languages.

Barker et al ('422) teaches technician language preferences and using the preferred language based on the technician's login and preferences, see column 5, lines 53-64 to enable technicians to quickly and correctly diagnose problems.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to display advisory information based on the language preference of the technician as taught by Barker et al to enable technicians to quickly and correctly diagnose problems.

As per Claim 13.

Doherty et al ('293) further discloses the service provider is a person associated with a natural language and the customized advisory information is formatted in the natural language, see column 10, lines 4-6.

As per Claim 14.

Doherty et al ('293) further discloses the service provider is a computing module associated with a computer-based language and the customized advisory information is formatted in the computer-based language, see column 9, lines 20-56.

As per Claim 15.

Doherty et al ('293) further discloses receiving a customer account identifier identifying the destination facility at which the service is to be provided, see column 9, lines 35-43.

As per Claim 16.

Doherty et al ('293) further discloses providing the work order to the service technician via pager or email, which can receive messages at any time, including while the technician is in transit, see column 10, lines 4-6.

As per Claim 17.

Doherty et al ('293) further discloses the destination facility is associated with a customer of a service providing company employing the field service person to provide the service to the customer on behalf of the service providing company, see column 2, lines 21-44.

As per Claim 18.

Doherty et al ('293) further discloses the destination facility is associated with a customer of a service providing company, see column 2, lines 21-44.

As per Claim 19.

Doherty et al ('293) further discloses formatting the customized advisory information to a presentation format based on the network device through which the

field service provider is accessing the network advisory system, see column 10, lines 4-6.

As per Claim 20.
Doherty et al ('293) further discloses the format is text, see column 10, lines 4-6.

4.   Claims 21, 23-24 are rejected under 35 U.S.C. 102(b) as being anticipated by

Koropitzer et al (5,694,323) in view of Barker et al (6,314,422)..

As per Claim 21.
Koropitzer et al ('323) discloses:
a data collector, see column 4, lines 1-30;
an advisory module, see column 9, lines 26-64;
a registration/communication module, see column 12, lines 44-51.
Koropitzer et al ('323) does not disclose a plurality of languages.
Barker et al ('422) teaches technician language preferences and using the preferred language based on the technician's login and preferences, see column 5, lines 53-64 to enable technicians to quickly and correctly diagnose problems.
Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to display advisory information based on the language preference of the technician as taught by Barker et al to enable technicians to quickly and correctly diagnose problems.

As per Claims 22-24.
The limitations of the claims do not distinguish the claimed apparatus from the prior art.

5.   Claims 5, 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Wakefield II (5,961,561) in view of Barker et al (6,314,422) in view of Doherty et al

(6,735,293).

As per Claim 5, 29.
Wakefield does not specifically disclose transmitting advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.
Doherty et al ('293) teaches providing the work order to the service technician via pager or email, which can receive messages at any time, including while the technician is in transit, see column 10, lines 4-6, for the benefit of allowing the field service provider to go directly to the next destination without checking back in to the headquarters for new assignments.
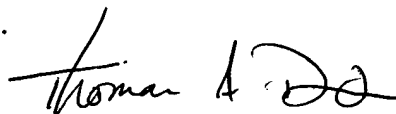
Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to transmit information to the field service provider between a first destination and a second destination for the benefit of allowing the field service provider to go directly to the next destination without checking back in to the headquarters for new assignments.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas A. Dixon whose telephone number is (571) 272-6803. The examiner can normally be reached on Monday - Thursday 6:30 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thomas A. Dixon
Primary Examiner
Art Unit 3639

May 06